

Notice of References Cited	Application/Control No. 10/085,828		Applicant(s)/Patent Under Reexamination SON ET AL.	
	Examiner Amea A. Shah		Art Unit 3625	Page 1 of 1

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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NON-PATENT DOCUMENTS

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	V	Bookman, Murray, "The Next Wave: Internet Technology in the Call Center," Call Center CRM Solutions, Norwalk, Jun. 2000, vol. 18, iss. 12, pg. 72.				
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.